

GovTrip Team Activities June 29, 2010		
Key Issues/# of Comments ¹	Solutions and Actions	Est. Completion Date
High GovTrip Airfares (23 comments) ➤ Airfares too expensive	Solution: Make available lower-cost, restricted (e.g. non-refundable) airfares: ➤ Action: Issue policy, internal controls, and a decision memorandum asking agency heads to approve or disapprove the use of restricted fares (see " USDA Agencies Using Restricted Fares ").	COMPLETED December 2009
	➤ Action: Change GovTrip system to make it easier to find lower-cost, non-restricted government fares ("Capacity Controlled") by displaying them first on the reservation screen.	COMPLETED December 2009
	➤ Action: Create process for electronic tracking of unused tickets and savings/costs.	August 2010
	➤ WHERE WE NEED YOUR HELP: Use restricted fares prudently (e.g. when fares are lower than unrestricted fares and travel is certain or unused tickets can be reused easily) and ensure that tickets comply with Federal Travel Regulation 301-10.107); report unused refundable and non-refundable tickets so they can be tracked for reuse or refunds; and apply them to another trip (especially those that expire).	
Inadequate Training and Communications (25 Comments) ➤ Not enough/poor training ➤ Lack of know-how ➤ Misunderstandings ➤ Lack of timely information	Solution: Improve and deliver training: ➤ Action: Offer various types of GovTrip training across USDA over the next several months (e.g. one-on-one, classroom, Webinar, "cheat sheet" quick tips) to meet differing needs. Offer training registration in AgLearn (http://www.aglearn.usda.gov/). <ul style="list-style-type: none"> ○ Training for "GovTrip 101", Approving Officials, and Federal Agency Travel Administrators ongoing. ○ GovTrip 2.0 overview training launched. ○ Quick Tips published. ➤ WHERE WE NEED YOUR HELP: Participate in training sessions, as needed.	TRAINING COMMENCED December 2009
	➤ Action: Expand access to USDA Executive Travel Help Desk.	COMPLETED February 2010
	Solution: Improve communication with users and travel managers: ➤ Action: Widely distribute the OCFO GovTrip e-mail and Questions and Answers (Q&As - see " GovTrip Questions and Answers ") to increase knowledge.	COMPLETED February 2010

¹ Source: GovTrip Team's Dec. 2010 Customer Feedback Analysis of comments received from costsavings.gov commenters; Travel Policy Users Group, Subcabinet; Office of the Secretary, OCFO
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Inadequate Training and Communications (Cont.)	➤ Action: Publish approved “workarounds” to GovTrip system limitations.	COMPLETED March 2010
	➤ Action: Create USDA users Web site with one-stop access to training, policies, Points of Contact, Q&As, news, etc.	COMPLETED June 2010
	➤ Action: Assess and improve communications.	Ongoing
Ineffective Processes/ Procedures (41 Comments) ➤ Too many/slow approvals of authorizations and vouchers ➤ Some approvers requiring paper (not electronic) process ➤ Too many GovTrip e-mail notifications ➤ Lack of standardized procedures ➤ Cumbersome per diem exception approvals ➤ GovTrip contractor (Northrop Grumman) unresponsive/slow to address issues	Solution: Improve processes and procedures: ➤ Action: Update approval routing lists.	COMPLETED February 2010
	➤ Action: Use Q&As to explain that the number/levels of approval should be the same as pre-GovTrip processes, and the likely causes for delays.	COMPLETED February 2010
	➤ Action: Assess feasibility of BlackBerry access for approvers who frequently travel to improve timely approvals of authorizations and vouchers. <ul style="list-style-type: none"> ○ Implement Blackberry access and “Stamp via e—Mail. 	ASSESSED April 2010 November 2010
	➤ Action: Notify managers and travel managers of existing standardized reports (see “Existing GovTrip Reports”) and define and request new reports as needed. <ul style="list-style-type: none"> ○ Improve timely approval of authorizations and vouchers via new report on those unapproved >5 days after submission. ○ Improve timely submission of vouchers via new report on those unsubmitted >5 days after trip completion. ○ Request additional performance metric reports from Northrop Grumman. 	Notification COMPLETED May 2010 New Reports COMPLETED June 2010 Request Pending - Date TBD
	➤ Action: Provide users with instructions on how to customize Outlook to reduce/organize GovTrip notifications.	COMPLETED February 2010
	➤ Action: Streamline and automate foreign travel management processes	November 2010
	➤ Action: Streamline and automate per diem exception approval.	July 2010
	➤ Action: Standardize procedures, as needed.	Ongoing
	➤ Action: Assess GSA contract and ability to improve Northrop Grumman performance.	August 2010
	➤ Action: Assess past and current total costs of GovTrip (fees; system; contractor help desk; USDA staff help desk; travel arrangers; etc).	August 2010
	➤ Action: Assess need for Lean Six Sigma effort to improve processes and system and, if needed, consider alternatives to GovTrip.	August 2010

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Ineffective Processes/ Procedures (Cont.)	<p>➤ Action: Identify other actions to improve ways of managing GovTrip.</p> <ul style="list-style-type: none"> ○ Automate CBA reconciliation process ○ Improve timeliness and oversight of authorization and voucher approvals, and voucher submission 	<p>Ongoing</p> <p>August 2010 August 2010</p>
	<p>➤ WHERE WE NEED YOUR HELP:</p> <ul style="list-style-type: none"> ○ Travel approvers <ul style="list-style-type: none"> ▪ Please take timely action; and ▪ Address hindrances and use electronic approval process and/or delegate approval authority to staff who can ○ Travel managers – please monitor and take actions to address approval delays 	
User-Unfriendly/ System Inadequacies (23 Comments) <ul style="list-style-type: none"> ➤ Not intuitive/ cumbersome ➤ Inadequate reporting and tracking capability ➤ Inflexibility 	<p>Solution: Evaluate and accelerate system improvements:</p> <p>➤ Action: Describe in Q&As issues resolved in GovTrip 2.0 release scheduled for June 2010.</p>	COMPLETED February 2010
	<p>➤ Action: Review GSA customer survey data, when available.</p>	COMPLETED February 2010
	<p>➤ Action: Consider need to reprioritize or expand on pending changes to improve usability (based on need and cost) or speed up implementation.</p>	April 2010
	<p>➤ Action: Participate in the development of requirements for GSA's next GovTrip contract competition.</p> <ul style="list-style-type: none"> ○ Participate in the evaluation of proposals. 	<p>COMPLETED May 2010</p> <p>December 2010</p>
	<p>➤ Gather more information from customers via surveys, interviews, and focus groups.</p> <p>➤ WHERE WE NEED YOUR HELP: Participate as needed.</p>	<p>Mini-Survey CONDUCTED June 2010</p> <p>Full Survey - July 2010</p>
Network Slowness (2 comments) <ul style="list-style-type: none"> ➤ GovTrip too slow 	<p>➤ Action: Use Q&As to notify users that slowness is due to individual agencies' network, telecommunications, and/or firewall issues that we are addressing as they arise.</p> <p>➤ WHERE WE NEED YOUR HELP: If you are experiencing slowness, please notify your GovTrip agency's or office's travel staff (<i>see "USDA TPUG Points of Contact"</i>).</p>	COMPLETED February 2010
GovTrip Works for Me (5 Comments) <ul style="list-style-type: none"> ➤ Great system 	<p>➤ Action: Work hard to increase the number of satisfied customers!</p>	Ongoing